

PERSON SPECIFICATION

Women and Children's Team Admin Assistant

Job Requirements	Essential	Desirable
<p>Education & Qualifications</p> <p>Educated to NVQ level 3 or above or equivalent experience</p> <p>ECDL or equivalent IT and keyboard skills</p>	<p>√</p> <p>√</p>	
<p>Experience and Knowledge</p> <p>Previous experience of working in a secretarial or administrative role</p> <p>Previous experience of working in a customer focussed role</p> <p>Experience of working in the NHS</p> <p>Experience of audio typing</p> <p>Experience of using word, excel, databases and PowerPoint</p> <p>Knowledge of medical terminology</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	<p>√</p> <p>√</p> <p>√</p>
<p>Skills and Ability</p> <p>Excellent interpersonal and communication skills; able to communicate sensitive information relating to patients with empathy and where there may be barriers to understanding</p> <p>Ability to deal with conflicting demands ensuring that key priorities and deadlines are met through effective time management</p> <p>Ability to prioritise own workload</p> <p>Well-developed IT skills including the use of databases, Excel, PowerPoint</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>	
<p>Personal Qualities</p> <p>High level of accuracy and attention to detail</p> <p>Able to work cohesively within a small team</p> <p>A positive 'can do' attitude and a receptive attitude to change</p> <p>A passion for improving the patient experience</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>	

Tact and diplomacy	√	
Resilient and able to support staff with challenging and upsetting situations	√	
Personal Circumstances		
Ability to travel across the health community, as required	√	
Eligible to work in the UK	√	